

OFFICE OF CONGRESSMAN EARL BLUMENAUER
APPROPRIATIONS REQUEST FORM
FISCAL YEAR 2011

Project Details

1. Project title:

Oregon Child Welfare Electronic Client Case File

2. Organization name and address (the recipient of the funds):

Oregon Department of Human Services
Children Adults and Family Child Welfare Division
500 Summer Street
Salem, OR 97301

3. Contact information

- a. Project's primary contact: Dee Bristol
- b. Daytime telephone number/ mobile phone number: (503) 385-7206
- c. Email Address: dee.bristol@state.or.us
- d. Project location (if different than organization's address):

4. Please describe the requesting organization's main activities.

As an operational business unit of Department of Human Services (DHS) Children Adults and Families (CAF), Child Welfare's objective is to keep vulnerable children safe. Child Welfare represents 2400 staff providing direct service in field offices around the State of Oregon. Illustrative of Child Welfare's breadth and depth of service, in 2007 Child Welfare:

- Served more than 15,000 children in foster care and 7,400 in their homes,
- Finalized adoptions for nearly 1,000 children
- Licensed and monitored 237 private child care agencies.

In 2008 Child Welfare services included:

- Child Protective Services – responded to 65,460 reports of abuse and neglect; 10,421 children were confirmed victims
- In-home Services – 8,367 children at home, with 2,649 (31.7 percent) of those children or other family members receiving Family Based Services.
- Out-of-Home Care – 13,965 children experienced foster care; 8,775 on an average daily basis. Thirty (30) percent of children in foster care were in the home of a relative. Fully 518 of the children in foster care needed intensive residential treatment or Behavioral Rehabilitation Services.

- Adoption and Guardianship – 1,053 children leaving foster care were adopted; 316 went in to permanent guardianship arrangements.

5. Is this organization a public, private non-profit, or private for-profit entity?

Oregon Department of Human Resources Child Welfare is the public agency state and federally mandated to provide Child Welfare services in Oregon.

6. From what federal agency and account are you requesting funds (Please be specific –e.g., Department of Housing and Urban Development, Economic Development Initiatives account)?

Department of Health and Human Services – Admin for Children and Families

7. Briefly describe the activity or project for which funding is requested.

CAF Child Welfare has about 60,000 client case files comprised of paper-based information produced and submitted from internal and external sources including caseworkers, clients, partners and service providers. Although case information is derived in multiple ways including paper documents, e-mails, faxes and copies of documents and legal files, the predominate source of information currently is paper; approximately 60,000,000 pieces are associated with existing child welfare case files.

This project creates electronic records capacity for documents in our case files created outside of our Statewide Automated Child Welfare Information System (SACWIS) system by partners and stakeholders. This project moves Oregon to a more paperless and secure case management system. This project provides:

- Staff to convert paper records into electronic records for over 7000 children; training for staff and partners.
- Funding to purchase second monitors so staff can more easily view electronic documents.
- Funding for laptop computer so caseworkers have access to case file records outside the office environment.
- Development of a technology interface between our Statewide Automated Child Welfare Information System (SACWIS) system and our electronic client case file system that allows for end to end client case file solutions.
- Capabilities for robust imaging, indexing, searching, storage and retrieval as complementary systems.
- Funding to assist in equipping courtrooms with technology for electronic access for all legal parties

DHS is in the final stages of a \$60 million dollar upgrade of the DHS Statewide Automated Child Welfare Information System (SACWIS). The SACWIS investment automates previously cumbersome and error-prone manual processes, opens new channels of service

delivery, provides caseworkers access to productivity tools, and provides an information systems to manage the flow of data, information, and documents. It will replace multiple outdated, inefficient and disparate systems that do not meet the need of caseworkers, partners, and providers and continually contribute to put Oregon's children at risk. However, the upgrade did not include full electronic case file capabilities. This project, in conjunction with the SACWIS system upgrades will create a robust electronic case file system in Oregon's child welfare system.

8. What is the purpose of the project? Why is it a valuable use of taxpayer funds? How will the project support efforts to improve the economy and create jobs in Oregon?

Child Welfare staff depend upon a complex system of supports and services when working with parents, out-of-home caregivers, and other state and local jurisdictions to keep vulnerable children safe. This complex system provides and contributes to the immense case file developed to maintain historical client service traceability and accountability. Because of the nature of Child Welfare's work, nearly all of the multitude of interactions that staff, caseworkers, partners, and providers are engaged in need to be documented. These collective efforts contribute to building the 1000+ page case files; case notes, internal reports, counseling reports, police reports, court orders, etc.

One of the purposes of this project is to create a model for providing an efficient, accessible and secure client case record system similar or comparable to the medical model being proposed in health care reform.

The activities in this project will address the following risks:

- Reduce the current long cycle times – Due to bottle necks, complicated requirements, and highly manual steps, many processes take longer to complete than they should.
- Minimize excessive handoffs – Increased layers of data entry, review and approval contribute to a large number of handoffs which increase the likelihood of mistakes and lead to longer cycle times.
- Decrease error rates – Non-existent and outdated technology and non-standard processes contribute to mistakes being made. Mistakes lead to additional delays when they are identified, resolved, and finally corrected. Detected and undetected errors result in increased costs. Error-prone processes introduce security and privacy issues. Errors, disruptions, and delays in collection, distribution, filing, storage, search and redaction of data, information and documents result in increased workload for staff.
- Meet Increased federal documentation requirements- By 2014, the Health Insurance Portability and Accountability Act will require high levels of documentation around security of records. Our current case management system does not meet those standards. The proposed client case file system meets those requirements.

Some of the benefits achieved in this reform would include creating a more mobile Child Welfare workforce. Through a series of complimentary activities, i.e., streamline and optimize processes, increase and enhance the use of existing technology, increased use of mobile productivity tools, decrease time spent by caseworkers on clerical tasks, Child Welfare may enable a mobile workforce more focused on client-facing activities and improving client outcomes.

A second benefit is leveraging partnerships and collaboration. Child Welfare is one part of a community system supporting safety for children. A key partner in that effort is the judicial system. The Oregon Judicial Department is developing a similar technology modernization effort. Included in this proposal is funding to assist in equipping courtrooms with technology for electronic access for all legal parties. This includes monitors for each legal party in the courtroom, wireless internet service and printing capabilities.

As part of the transition from paper to electronic files, DHS Child Welfare would hire temporary staff across the state to assist in this transition. These new employees would be provided training and would gain the experience that would position them to be strong candidates for permanent positions within the state or private sector.

Although there are some significant start up costs, there are also tremendous savings to be gained, which are ultimately savings for taxpayers. Savings of moving to an electronic client case file are achieved through reduction in staff time spent on administrative tasks, cost of files, paper, postage for mailing transferred files, etc. That savings would be translated directly into both state and federal savings, as we bill caseworker time at 50/50 to Title IV-E based on our penetration rate.

We are currently spending nearly \$400,000 a year in storage fees for closed and archived files. Those files would be imaged into secure servers and the paper files destroyed. Estimated annual savings through this transition is in excess of \$ 1 million dollars a year.

9. Has this project received federal appropriations funding in past fiscal years?

No.

9a. If yes, please provide the fiscal year, Department, Account, and funding amount of any previous funding.

N/A

Funding Details

10. Amount requested for this project:

\$6,425,938

11. Breakdown/budget of the amount you are requesting for this project (e.g., salary \$40,000; computer \$3,000):

Additional support staff would be needed for six month temporary positions. These 56 additional positions would be allocated to local branch offices to assist with the transfer of closed case files to the Electronic Client Case File (ECCF) system. The cost of this would be spread over a six month period for a total six month cost of \$1,356,600.

Netbook computers will need to be provided for Court Appointed Special Advocates and Attorneys to view discovered information in each local branch office. The total cost of purchase of one Netbook for each local branch office is \$24,000.

Training will need to be developed for Court Appointed Special Advocates and Attorneys on the ECCF software solution. The cost of developing this training is \$4000.

12-month budget for project staff to develop and implement ECCF including Project Managers and trainers is \$168,621

Laptop computers will need to be purchased to make electronic records accessible from courtrooms. Total cost for purchase of laptop computers is \$739,580.

Computer stations will be built in each of the 83 circuit courts at a cost of \$5000 per courtroom. This is broken down into \$1000 per court room labor cost and the remaining \$4000 for equipment. Total labor cost is \$83,000, equipment cost is \$332,000.

In order to implement the new ECCF software solution all users will need additional hardware for their workstations. Total cost for hardware is \$325,974

In order to image all archived and closed files there is a one time indexing cost of \$3,392,163.

Allocation of Funds

Temporary Position	\$ 1,356,600
Notebook Computers	\$ 24,000
Training Development	\$ 4,000
FTE Project Team	\$ 168,621
Laptop Computers	\$ 739,580
Hardware	\$ 325,974
Court Hardware	\$ 332,000
Court Installation	\$ 83,000
Closed/Archive Indexing	\$ 3,392,163
Total	\$ 6,425,938

12. What is the total cost of the project?
\$6,425,938

13. Is this project scalable (i.e., If partial funding is awarded, will the organization still be able to use the funds in FY 2011?)?

Yes.

14. What other funding sources (local, regional, state) are contributing to this project or activity? (Please be specific about funding sources and funding amounts)

None

15. Please list public or private organizations that have supported/endorsed this project.

Oregon Judicial Department, Oregon Public Defense Services